**Open Arms Challenge Group:**

<https://maddies.fund/openarmschallengegroup>

**Huddle Registration Link:**<https://maddiesfund-org.zoom.us/meeting/register/tZckduupqjsoGNGtPuk2fatmO_acogXGlPx7>

**Agenda**

* **Welcome –** Wendy Frink, Marketing Specialist at Maddie’s Fund and Amber Eby, Grants Specialist at Maddie’s Fund
* **Speakers –** Andrew Dorman, Executive Director at Cat Town and Mandy Evans, Executive Director at Better Together Animal Alliance
* **Q&A**

***65 live attendees***

***Previous Huddle Recordings & Discussion Threads***

* Open Arms Challenge Group on Maddie’s Pet Forum: <https://maddies.fund/openarmschallengegroup>
* Open Arms Challenge Huddle #1 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle1>
* Open Arms Challenge Huddle #2 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle2>
* Open Arms Challenge Huddle #3 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle3>
* Open Arms Challenge Huddle #4 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle4>
* Open Arms Challenge Huddle #5 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle5>
* Open Arms Challenge Huddle #6 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle6>
* Open Arms Challenge Huddle #7 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle7>
* Open Arms Challenge Huddle #8 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle8>
* Open Arms Challenge Huddle #9 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle9>

***Resources Shared During Call***

* Better Together Animal Alliance: <https://bettertogetheranimalalliance.org/>
* Cat Town Oakland: <https://www.cattownoakland.org/>
* CARE: <https://careawo.org/>
* Book Recommendation - [Factfulness: Ten Reasons We're Wrong About the World--and Why Things Are Better Than You Think](https://www.amazon.com/Factfulness-Reasons-World-Things-Better/dp/1250107814)
* Open Arms Challenge Resources: <https://www.maddiesfund.org/open-arms-challenge-resources.htm>

              

**Chat Log**

09:43:02 From Alison Gibson to Waiting Room Participants:

 Welcome! We will be starting at 10am Pacific.

 Be sure to come by Maddie’s Pet Forum after the program. Our presenters will be available for questions, and we will also share resources there.

09:43:12 From Alison Gibson to Waiting Room Participants:

 Maddie’s Pet Forum Open Arms Challenge Group

 https://maddies.fund/openarmschallengegroup

09:43:28 From Alison Gibson to Waiting Room Participants:

 Watch the recording of this and previous huddles here: https://www.maddiesfund.org/open-arms-challenge-huddles.htm

 Or visit us on YouTube! https://www.youtube.com/playlist?list=PLa9E7R-3uyGrjX97hXtklZFoJKgqWpyFA

10:00:31 From Erika Pratte to Everyone:

 Hi Everyone! Erika Pratte with Partners for Pets Humane Society in Troy, IL.

10:00:35 From Cindy Flauger to Everyone:

 Cindy Flauger, Neenah Animal Shelter, Neenah WI Hi everyone!

10:00:44 From Ruth Pierce to Everyone:

 Ruth from the Roanoke Valley SPCA in Roanoke Virginia

10:00:50 From Laura Van Wagner to Everyone:

 Hi! Laura Van Wagner from Home To Home :)

10:00:53 From Alison Gibson to Everyone:

 Watch the recording of this and previous huddles here: https://www.maddiesfund.org/open-arms-challenge-huddles.htm

 Or visit us on YouTube! https://www.youtube.com/playlist?list=PLa9E7R-3uyGrjX97hXtklZFoJKgqWpyFA

10:00:54 From Sharon @MaddieFund to Everyone:

 welcome everyone!!

10:00:55 From Gianna Anselmo to Everyone:

 Gianna Anselmo, Butte Humane Society in Chico CA

10:01:05 From Wendy Frink to Everyone:

 Maddie’s Pet Forum

10:01:18 From Katy Heerssen to Everyone:

 Hi from Katy at Special Pals in Houston!

10:01:20 From Ambi Dennis to Everyone:

 Hello all! Ambi from The Animal Foundation in Las Vegas, NV

10:01:25 From Allison Mayfield to Everyone:

 Allison Mayfield Humane society of NE Ga

10:01:36 From Alison Gibson to Everyone:

 Mandy Evans, Executive Director, Better Together Animal Alliance

 https://bettertogetheranimalalliance.org/

10:01:43 From Alison Gibson to Everyone:

 Andrew Dorman, Executive Director, Cat Town

 https://www.cattownoakland.org/

10:01:53 From Irene Chansawang (she/her) to Everyone:

 Welcome, everyone! I was a working cat for Halloween with 15 pieces of flair. :)

10:02:08 From Alison Gibson to Waiting Room Participants:

 Hi Eileen, can you get in?

10:02:14 From Lisa Gilbert to Everyone:

 Hi! Lisa Gilbert with MatchDog Rescue in South Jersey :)

10:02:55 From Frances Alford @ IMON to Everyone:

 Hello Frances with Its Meow or Never in Tallahassee

10:03:05 From Charlotte Otero to Everyone:

 I love CatTown! One of my favorite places in Oakland <3

10:03:36 From Jennifer Nuernberg to Everyone:

 Hello Friends! Jen Nuernberg here from Harbor Humane in West MI!

10:04:25 From Sharon @MaddieFund to Everyone:

 Yay Andrew!!

10:04:31 From Sharon @MaddieFund to Everyone:

 And Cat Town!!

10:04:52 From Sharon @MaddieFund to Everyone:

 Frances - what a great organization name!!

10:05:16 From Jennifer Nuernberg to Everyone:

 OMG I need all the info on cat cafe success - we’re hoping to open one in our new Resale Store location!

10:11:10 From Gloria Dorsey to Everyone:

 I appreciate that returns are not failures. Good looking out on your orgs part.

10:12:00 From Alison Gibson to Everyone:

 CARE https://careawo.org/

10:15:02 From Anna Domings to Everyone:

 Andrew, do you find that folks self-select the Low Income Adoption fees? I would think that labeling it as “Low Income” would ruffle some feathers (it does around our org anyway, and some of our towns have poverty levels as high as 24%)

10:15:20 From emily wood to Everyone:

 Andrew's the best! Cat Town's the best!

10:16:28 From Katy Heerssen to Everyone:

 great question Anna - I'd love to know about the thought process behind the wording

10:22:38 From Anna Domings to Everyone:

 💯💯💯

10:28:41 From Anna Domings to Everyone:

 The glasses metaphor reminds me of a book called Factfulness, which argues for challenging our base instincts (fear, generalization, negativity, etc) with a more fact-based worldview, just by asking ourselves critical thinking questions. It applies to all aspects of life, and it has definitely altered how I approach my animal welfare work, too! I highly recommend it.

10:30:55 From emily wood to Everyone:

 How did you buy the hearts and minds of your most reluctant team members? Those who really live in and relish their "gotchya" moments?

10:32:42 From Katy Heerssen to Everyone:

 oh gosh Emily, great question!!

10:32:57 From Paula Calles-Banwart (She/They) to Everyone:

 I live in the Bay Area too- most folks here seem okey with the language, but what about Scholarship program?

10:33:05 From Paula Calles-Banwart (She/They) to Everyone:

 \*Okay

10:33:32 From Anna Domings to Everyone:

 Oof. Now that you’re asking me for a suggestion I’m stumped! 😂 The wording definitely takes some thought. But I’m glad that you offer a sliding scale; that’s really great.

10:33:34 From Steve Marrero to Everyone:

 I love it are you willing to share that document?

10:34:07 From Anna Domings to Everyone:

 Thank YOU!

10:34:13 From Katy Heerssen to Everyone:

 what about something with Helping Hand?

10:34:17 From Paula Calles-Banwart (She/They) to Everyone:

 Adoption Grant Program? Adoption Scholarship Program? Adoption Donor Support?

10:34:40 From emily wood to Everyone:

 How about Café Gratitude style: "I am grateful for a free cat," "I am generous to the cats," etc.?

10:34:42 From Sharon @MaddieFund to Everyone:

 Yes, Malcom Gladwell books are great sources

10:36:28 From Kerri Burrows to Everyone:

 On the sliding scale adoptions, what are your highlights for training staff when they offer the scale? I can imagine our staff giving the whale eye to someone who chooses a lower adoption fee…

10:37:05 From emily wood to Everyone:

 Amber knows that I love some role playing!

10:37:24 From Erika Pratte to Everyone:

 I love that! Could you share those for the group or via email? Partnersforpetsdirector@gmail.com

10:37:37 From Katy Heerssen to Everyone:

 I'd love these prompts too!

10:38:45 From Sharon @MaddieFund to Everyone:

 Great Mandy - and then share with the community that thinking, how they can help.

10:39:17 From Sharon @MaddieFund to Everyone:

 We will share those resources in Maddie’s Pet Forum Huddle Group.

10:39:49 From Mandy Evans to Everyone:

 Mandy@btanimalalliance.org - Email me and I'll send you a training on how to evaluate your culture.

10:40:15 From Mandy Evans to Everyone:

 Allison- If I send the training, can it be added to the resource area for the huddles?

10:40:32 From Alison Gibson to Everyone:

 @Mandy - yes!

10:41:22 From Allison Mayfield to Everyone:

 Can someone please remind me where to find huddle resources

10:42:24 From Alison Gibson to Everyone:

 Maddie’s Pet Forum Open Arms Challenge https://forum.maddiesfund.org/communities/community-home?CommunityKey=eb7c15b2-4a09-4c2a-a463-a9d07520e831

10:42:35 From Wendy Frink to Everyone:

 Allison - https://www.maddiesfund.org/open-arms-challenge-resources.htm

10:42:38 From Alison Gibson to Everyone:

 Huddle recordings are on that page, too.

10:43:04 From Mandy Evans to Everyone:

 Can people share why people would give the whale eye for people asking for a discount? What are some of the emotions that would cause them to do that?

10:43:11 From Allison Mayfield to Everyone:

 Thanks so much! Can’t wait to share with my adoption center manager

10:43:30 From Elise Ramsey to Everyone:

 Mandy - I think entitlement...and the inability to look at things from someone else's point of view

10:44:27 From Carolyn Almos to Everyone:

 We are now waiving all redemption fees for anyone who says they can't afford it, and we don't ask for proof of finances.

10:44:30 From Kerri Burrows to Everyone:

 Excellent point Mandy!!

10:45:07 From Katy Heerssen to Everyone:

 well said!!

10:45:29 From Mandy Evans to Everyone:

 Nice Carolyn!!!

10:45:29 From Anna Domings to Everyone:

 Thank you!

10:45:47 From Sharon @MaddieFund to Everyone:

 Nice Carolyn!!

10:46:02 From Sharon @MaddieFund to Everyone:

 Thank you all!!

10:46:02 From Alison Gibson to Everyone:

 1PM Eastern 🙂

10:46:18 From Laura Van Wagner to Everyone:

 Thank you!

10:46:29 From Ruth Pierce to Everyone:

 Thank you

------------------------end-----------------------